



Toshiba Strata Messaging Voicemail User Guide

Setting Up Your Mailbox For The First Time: **PATROL Officers See ****


- Access voicemail system by dialing your voicemail access number. (4000)
- Enter your security code (0000)
- Once you enter your default password you are prompted to change it for security purposes.
- Record your first and last name for the directory
- Record a personal greeting (People will hear this when they reach your voicemail box)
 - *Hi, this is _____. I am either on the telephone or away from my desk. Please leave a message after the tone or for immediate assistance, press zero now. Thank You.*

**** PATROL Officers : (and others who's V-mail is not the mail extension of the phone)**

[Officers V-mail #'s by default are 35xx Where xx = their badge #]

- Access voicemail system by dialing your voicemail access number. (4000*#)
- The voicemail will ask for your mailbox number (same as your v-mail no.)
- Enter your security code (should be the same as your v-mail no.)
- You may be prompted to change your default password for security purposes.
- Record your first and last name for the directory
- Record a personal greeting (People will hear this when they reach your voicemail box)
 - *Hi, this is _____. Due to my varying schedule I may not be able to respond for several days, for immediate assistance, press zero now or please leave a message after the tone Thank You.*

Getting Started:

- **To access your voicemail from your phone:**
- You can either press your flashing  message key, or if this key is not flashing then dial your voicemail access number (4000)
- The voicemail will prompt you to enter your security code/password
- **To access your voicemail remotely:**
- Dial 920-967-5100
- Wait for a greeting/Auto Attendant to answer, when the voicemail system answers press the # key
- The voicemail will ask for your mailbox number (same as your extension no.)
- You will then be prompted for your security code/password

When In Your Mailbox:

- Press **1** from subscribers menu to review new messages
- Press **1 2** from subscribers menu to review saved message folder

To Leave A Message Directly In Another User's Mailbox:

- Access voicemail
- If necessary, press * to bypass "Enter your password..." prompt
- While listening to main greeting, press *
- Enter mailbox no. of user at prompt
- User's greeting will begin (can press * to bypass)

- Leave a message at the tone

While Listening To Messages:

- Press 1 to save the message
- Press 2 to listen to the next message
- Press 3 to delete message
- Press 4 to rewind message (5 second increments)
- Press 5 to pause message. You may press 5 again to resume, or after 60 seconds message will resume itself.
- Press 6 to fast forward message (5 second increments)
- Press 7 to reply/redirect the message
- Press 8 during or after listening to a message to find out who sent the message as well as the time and date it was sent
- Press 9 to change the volume/speed of a message
- Press # to repeat the message
- Press * to cancel and go back to previous menu

To Change Your Greeting:

- Access voicemail system
- Enter your security code
- Enter 3 2 1 from subscribers menu to change your greeting.
- Press any key when you are done recording
- Press 2 to listen to the greeting you just recorded
- Press 1 to activate greeting
- Press 3 to re-record greeting

To Activate Temporary Greeting:

- Access voicemail system
- Enter your security code
- Enter 8 1 from subscriber's menu to record your temporary greeting
- Press any key when you are done recording
- Press 2 to listen to the greeting you just recorded
- Press 3 to activate greeting
- Press 1 to erase and re-record greeting

To Deactivate Your Temporary Greeting:

- Access voicemail system
- Enter your security code
- Enter 8 4 to deactivate your temporary greeting
- This will restore your standard personal greeting

To Change Your Recorded Name:

- Access voicemail system
- Enter your security code
- Press 3 3 2 to change your recorded name.
- Press any key when you are done recording
- Press 1 to listen before saving
- Press * or just hang up to save

To Change Your Mailbox Password:

- Access voicemail system
- Enter your security code
- Press 3 4 1 to change password
- Enter new password. System will ask you to confirm